

# Electronic Visit Verification

## General Stakeholder Meeting

January 17, 2023

# Our Mission

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*Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.*

# WELCOME Stakeholders

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- HCPF Introductions
- Housekeeping

# Meeting Purpose

Department engagement with providers, members, and other stakeholders, to continue implementation of EVV for EVV-required services.

And specifically, to:

- Clarify EVV in Colorado
- Discuss EVV Program Updates
- Provide a platform to gather stakeholder feedback

# Meeting Guidelines

We ask that you:

- Mind E-manners
- Identify yourself when speaking
- Share the air
- Listen for understanding
- Stay solution and scope focused

# Agenda

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Overview of EVV

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EVV Updates

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EVV Compliance Review & Support

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EVV CDASS Updates & Compliance

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Open Forum

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# EVV Brief Overview

# What is EVV?

- Electronic Visit Verification (EVV) is a technology solution that verifies service provision through mobile application, telephony, or web-based portal
- EVV is used to ensure that home or community-based services are delivered to people needing those services and ensure caregivers are paid for time and efforts



# What must EVV Capture?



**TYPE OF SERVICE  
PERFORMED**



**INDIVIDUAL  
RECEIVING THE  
SERVICE**



**DATE OF THE  
SERVICE**



**LOCATION OF  
SERVICE DELIVERY**



**INDIVIDUAL  
PROVIDING THE  
SERVICE**



**TIME THE SERVICE  
BEGINS AND ENDS**

# Service Location

- EVV services happen in the home and in the community
- Capture location where the service occurs, including telehealth
- EVV does not disrupt this flexibility of service location

# EVV Updates

# EVV Updates

## Program Updates

- EVV for Outpatient Therapies via Telehealth - Physical Therapy (PT), Occupational Therapy (OT), and Speech Therapy (ST).
- Compliance Review & Support
- CDASS Compliance Review & Updates
  - Compliance
  - EVV Strike Notification Schedule

# EVV Updates

## EVV for Outpatient Therapies - OT, PT, & ST via Telehealth

- Provider Bulletin - December 2022
- EVV for Outpatient OT, PT, and ST Services provided via Telehealth in the home and community.
- The Department is continuing to engage stakeholders on this policy.
- The announced date is being revisited.
- April 1, 2023, will no longer be the implementation date.

# EVV Compliance

# EVV Compliance Review

**EVV program maintains a 98% EVV Match Rate.**



# EVV Compliance Support

## Purpose:

Mitigate *risk* by leveraging existing resources to identify and resolve EVV claims denials *as well as improve the quality of EVV data*.

## Objectives:

- Ensure continuity of care for Members.
- Support Provider EVV compliance, stabilization, and mitigate financial impacts.
- Increase Provider knowledge and resource utilization.



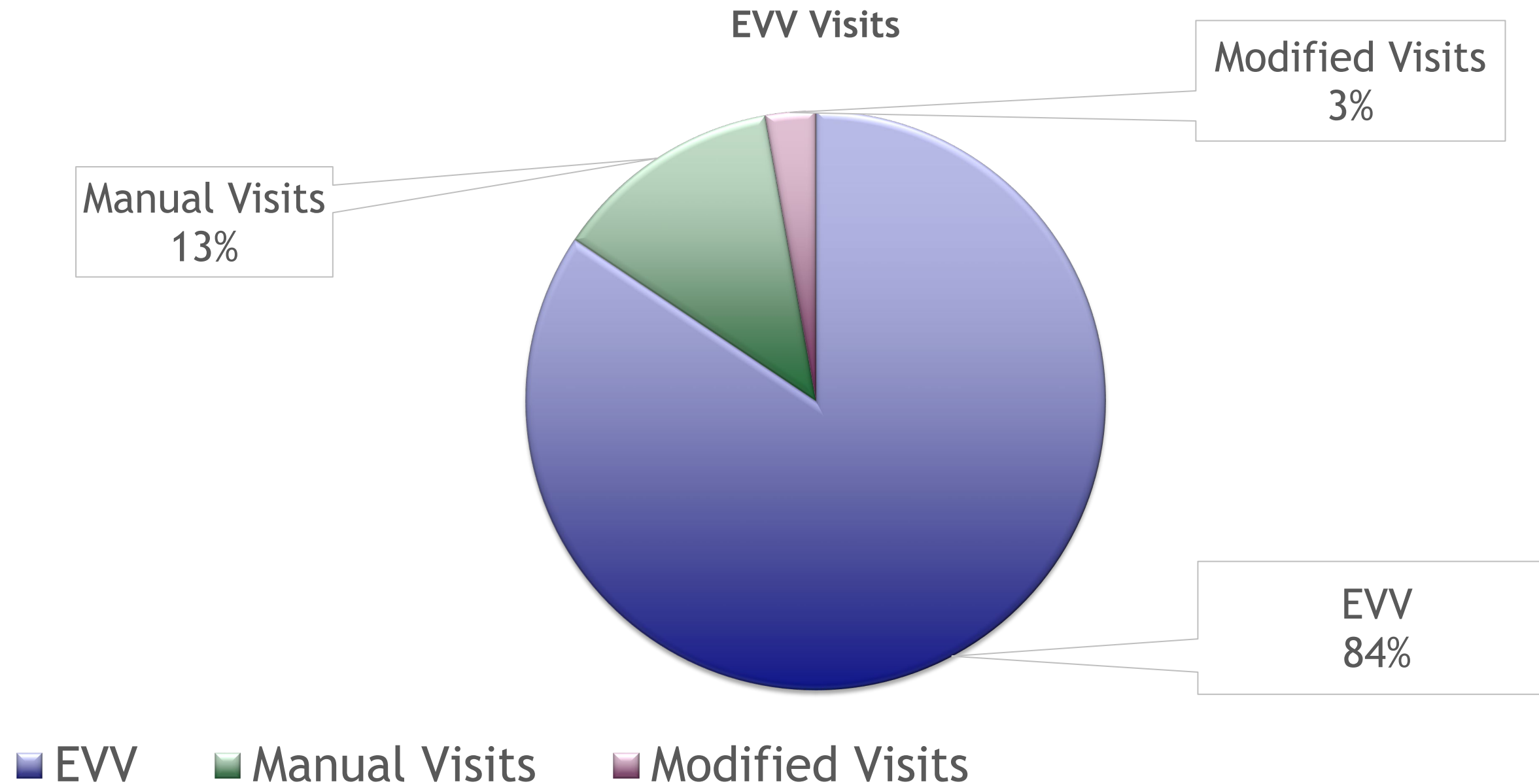
# EVV Compliance Support

## EVV Performance Improvement Reminder

- Department continues to encourage Providers to begin proactive performance improvements by establishing manual and modified EVV baselines, thresholds, and next steps.
- Compliance Support requests?
- Manual and Modified data. Let's take a look.

# EVV Compliance Support

## Manual and Modified Visits





# Questions

# EVV CDASS

# EVV CDASS Updates

## EVV CDASS Program Updates:

- No EVV policy issues reported to the Department.
- Continued monitoring of EVV CDASS compliance.
- EVV CDASS Compliance remains at 99% +.
- 2022 EVV Strikes reset February 15, 2023.
- *Coming Soon!* 2023 EVV CDASS Strike Notification Schedule.
- Reminder to CDASS Employers of Record (EOR) to follow FMS payroll schedules. These schedules directly relate to meeting the EVV deadlines that are used to calculate EVV Compliance or matching rate percentages.

# EVV CDASS Updates

## EVV CDASS Strike Notification Schedule

The EVV CDASS Compliance Protocol 2023 Strike Notification Schedule will be released in February 2023. It includes important dates:

- EVV Deadlines
- Strike Notification Dates

The Department reminds CDASS Employers of Record (EORs) and caregivers to follow the Financial Management Services (FMS) payroll schedules which align with the EVV Deadline and support compliance.

Visit the [EVV Resources page](#) for EVV CDASS Compliance Protocol resources.

# EVV CDASS Compliance

**CDASS maintains a 99% EVV Match Rate**



# EVV CDASS Compliance

**September, October, and November 2022**  
**No Strikes!**







# Questions

# EVV Supports & Contacts

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## EVV Support Pathways Review:

- To ensure timely support please follow the Support Pathway that best supports your needs.
- If the issue is not resolved and escalation is required, you can request escalation through the pathway you are engaged with. If that is not satisfactory you can contact the Department with supporting information: ticket numbers and who you spoke to.

# EVV Supports & Contacts

Pathway	Method	Purpose	Prepare Before Contacting
Provider Services Call Center - Billing Help Desk (Gainwell)	1-844-235-2387	Provider billing or claims processing questions	Review EVV Program Manual: <a href="#">Provider Medicaid ID, ICN, and Visit ID Information</a>
EVV Help Desk - State Solution Utilizers	1-855-871-8780 <a href="mailto:COCustomerCare@sandata.com">COCustomerCare@sandata.com</a>	State EVV Solution, Sandata trainings, and EVV accounts	Nothing needed
EVV Help Desk - Alt Vendor Utilizers	1-844-289-4246 <a href="mailto:COAltEVV@sandata.com">COAltEVV@sandata.com</a>	Interfacing Alt Vendor Systems and alt EVV accounts	Nothing needed
HCPF EVV Inbox	<a href="mailto:EVV@state.co.us">EVV@state.co.us</a>	Dept. approval of Live-in Caregiver Part C exemption, Policy and Program inquiries, Escalations from other support methods	Live-in Caregiver Documentation for review, Help Desk documentation (Call number, who you talked to, etc.)
Stakeholder Feedback	Complete the <a href="#">EVV Feedback Form</a> Contact Jillian Estes EVV Policy Advisor - 720-273-6967	Provide the Department with feedback related to EVV. Applicable to all stakeholders.	Nothing Needed

# Open Forum

# General Stakeholder Open Forum

## Questions on the phone

- Unmute self press \*6
- Share the air

## Questions in the Q&A

- Type questions directly into the chat box

## Email

- Encrypt PHI and PII
- [evv@state.co.us](mailto:evv@state.co.us)

# EVV Recurring Meetings

## General Stakeholder

- Third Tuesdays of each quarter
- ***Next Meeting: April 18, 2023***  
10:30 - 11:30 a.m.

## Listening Sessions

- First Thursdays of the month
- ***Next Meetings:***
  - ***February 2, 2023 10:00 - 11:00 a.m.***
  - ***March 2, 2023 10:00 - 11:00 a.m.***

Email [evv@state.co.us](mailto:evv@state.co.us) for a calendar invite

# EVV Listening Sessions

- Informal setting for questions and discussions about EVV
- Open for all to participate
- First Thursday of each month
- **Google Meet link:** [meet.google.com/zcx-ytsv-bwa](https://meet.google.com/zcx-ytsv-bwa)
- **Toll Free Phone Number:** +1 208-715-5308 / PIN: 438 295 119#
- Available on the Department's EVV website under [Stakeholder Information](#)



# Contact Information

[EVV@state.co.us](mailto:EVV@state.co.us)

Department's [Distribution Lists Sign-Up page](#)  
Click the **Electronic Visit Verification**  
**Stakeholder Group**

[hcpf.colorado.gov/evv](https://hcpf.colorado.gov/evv)

# Feedback Opportunity

Take a minute to share your thoughts.

[EVV General Stakeholder Engagement](#)

# Thank you!